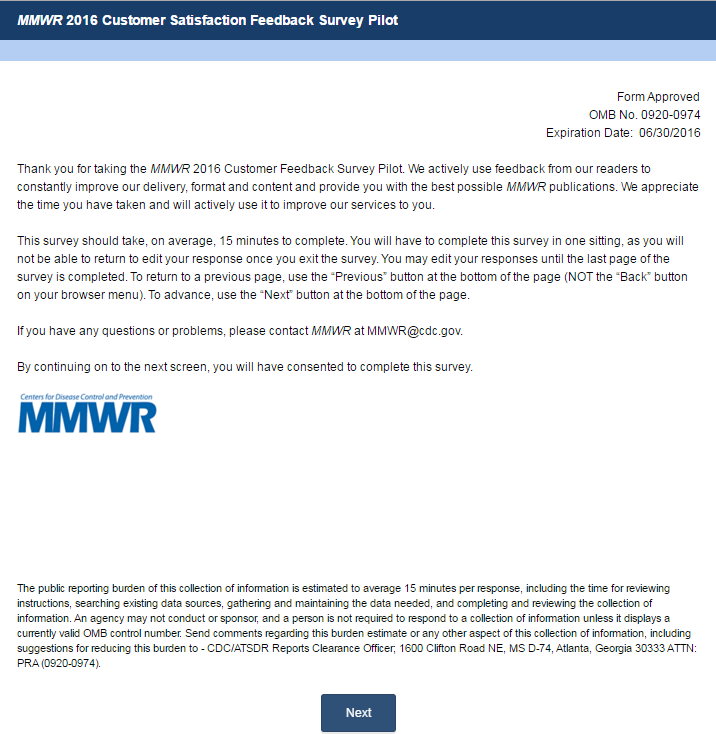
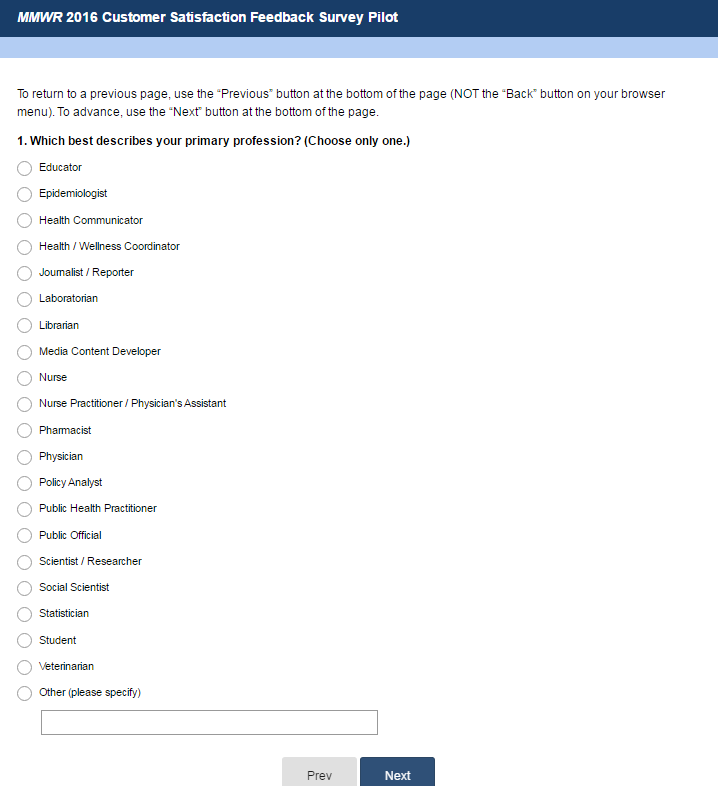
**Attachment 2. Screen Shots of the *MMWR* 2016 Customer Service Feedback Survey Pilot**

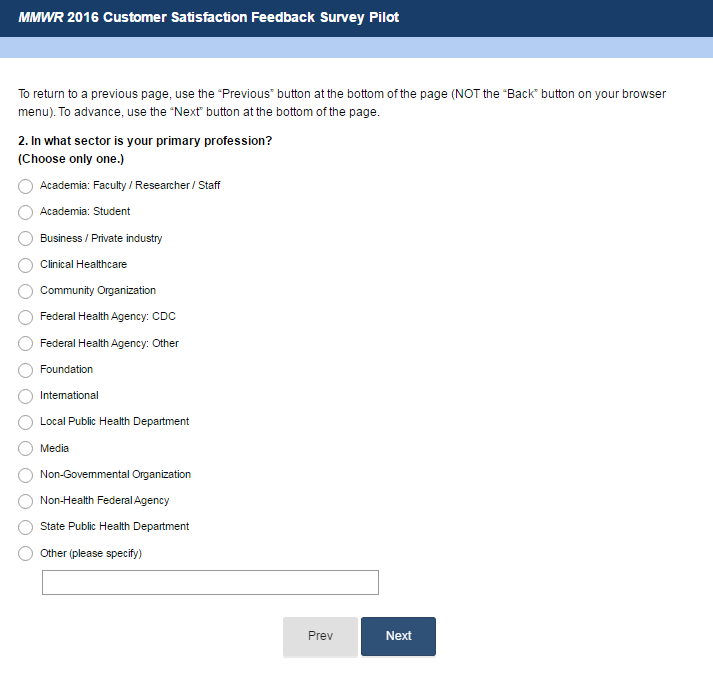
**[PAGE 1] INTRODUCTION**

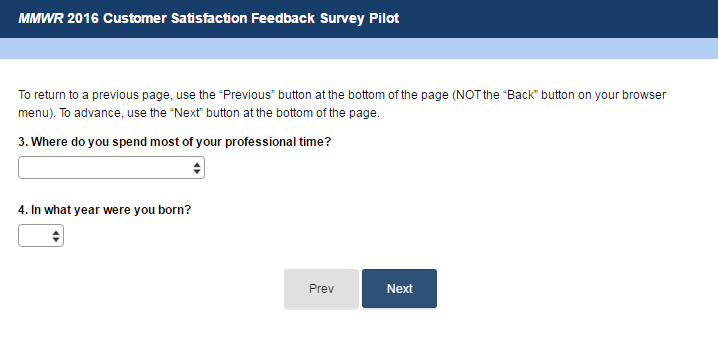
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**[PAGE 2] DEMOGRAPHICS**

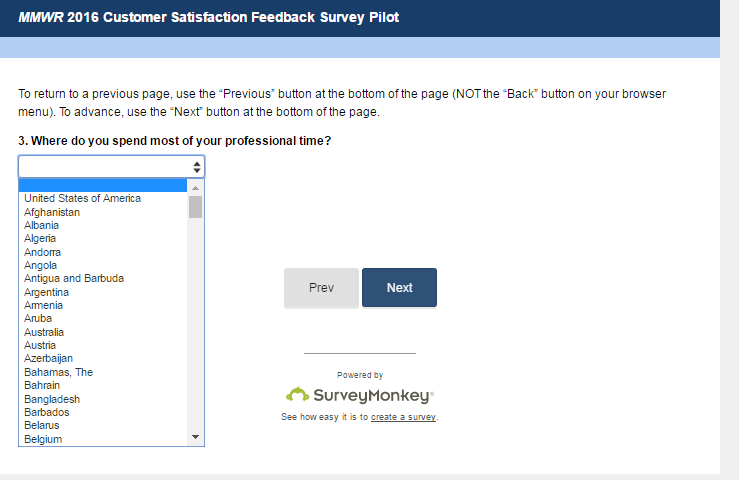
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**[PAGE 3] DEMOGRAPHICS CONTINUED**

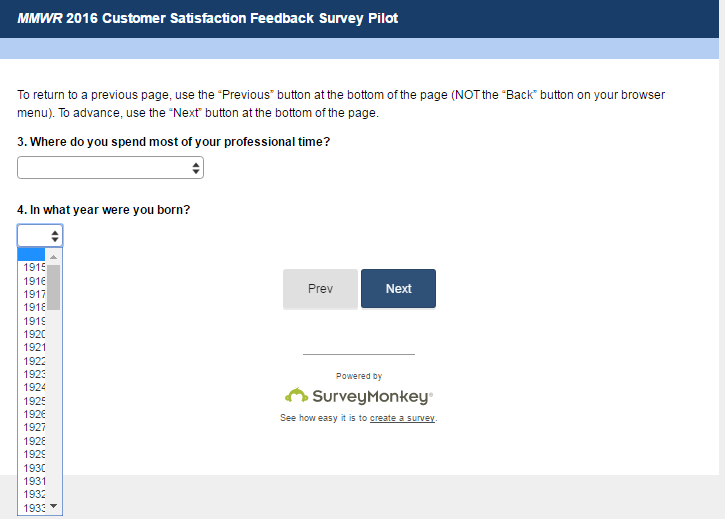
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**[PAGE 4] DEMOGRAPHICS CONTINUED**

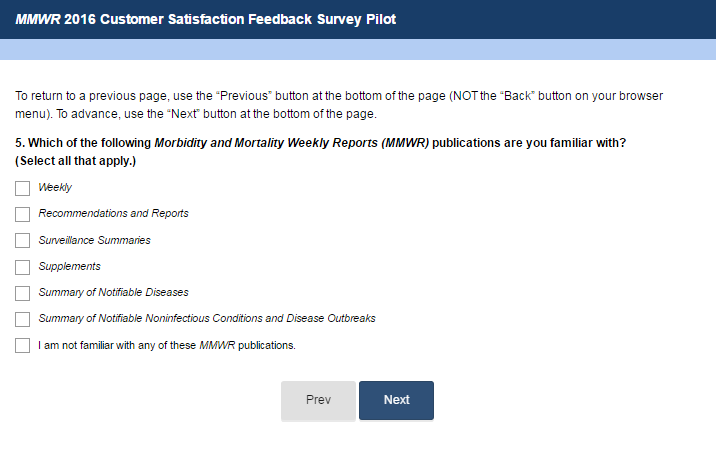
**Drop-down in Question 3 expanded:**

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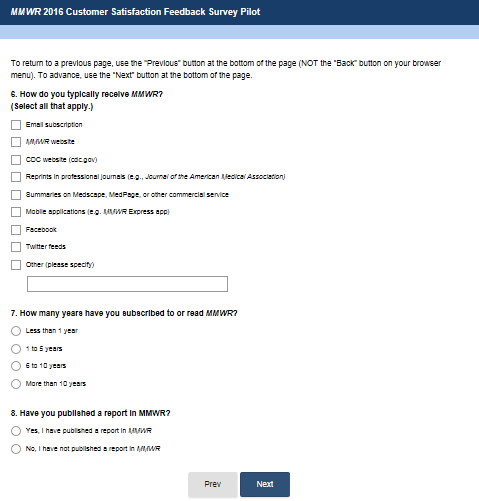
**Drop-down in Question 4 expanded:**

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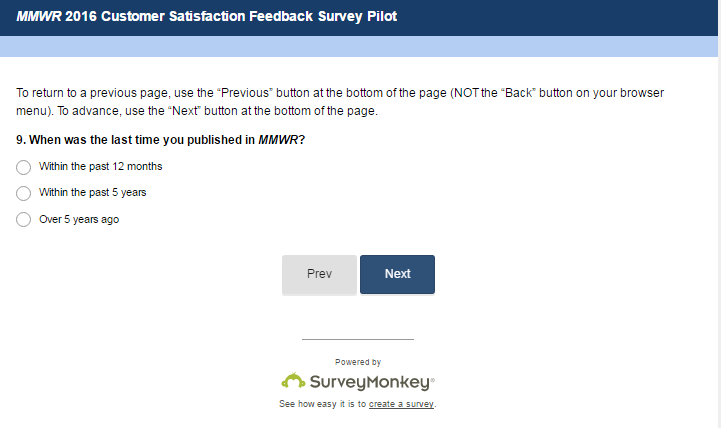
**[PAGE 5] SCREENING QUESTION**

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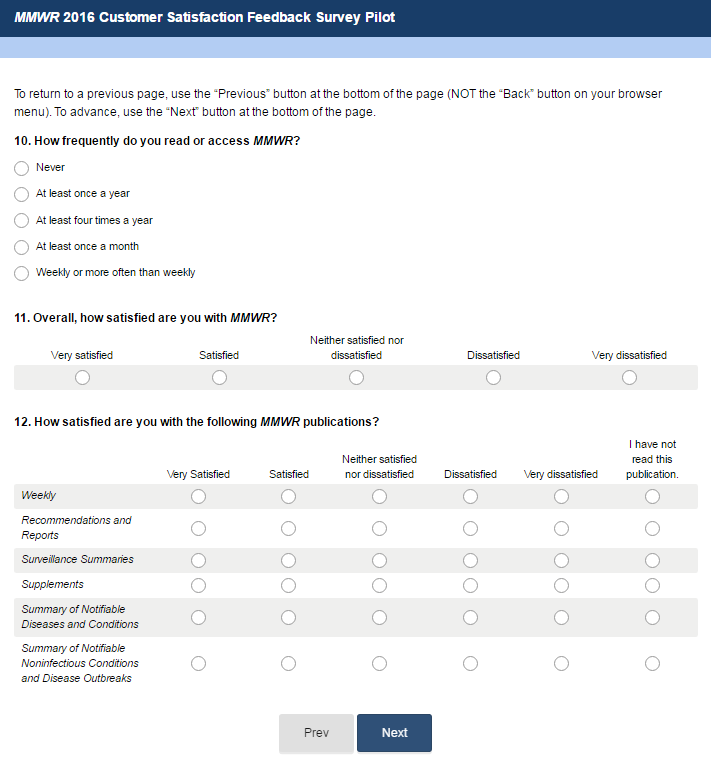
**[PAGE 6] DEMOGRAPHICS CONTINUED**

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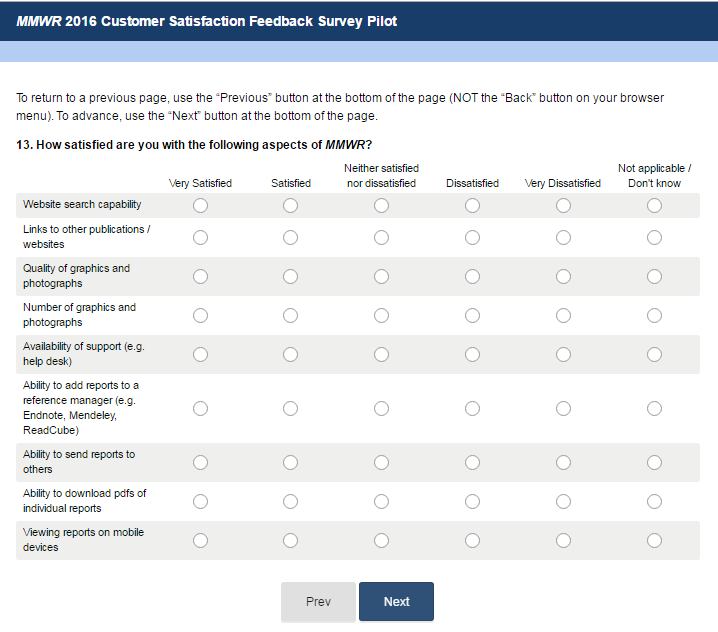
**[PAGE 7] DEMOGRAPHICS CONTINUED**

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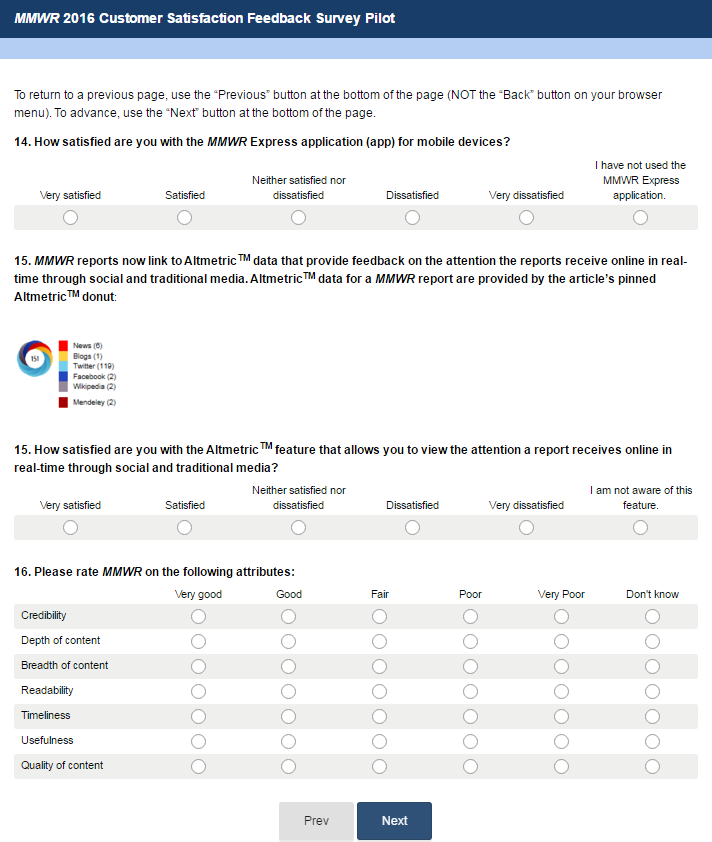
**[PAGE 8] FREQUENCY OF USE & SATISFACTION**

****

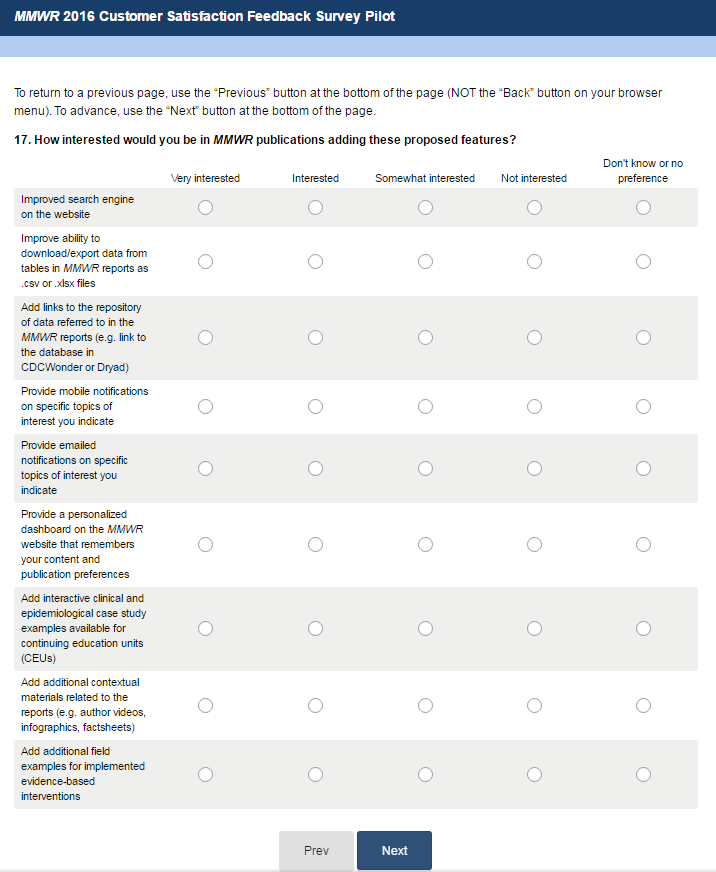
**[PAGE 9] SATISFACTION CONTINUED**

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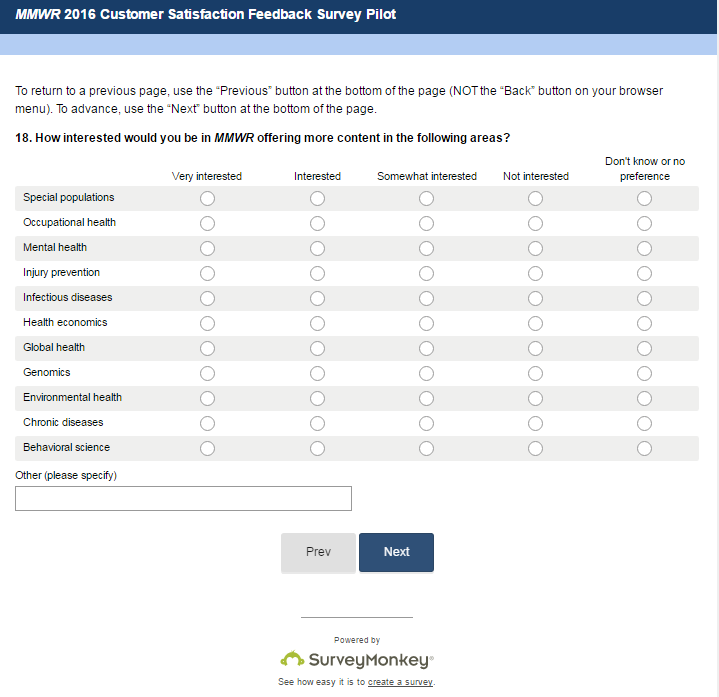
**[PAGE 10] SATISFACTION CONTINUED**

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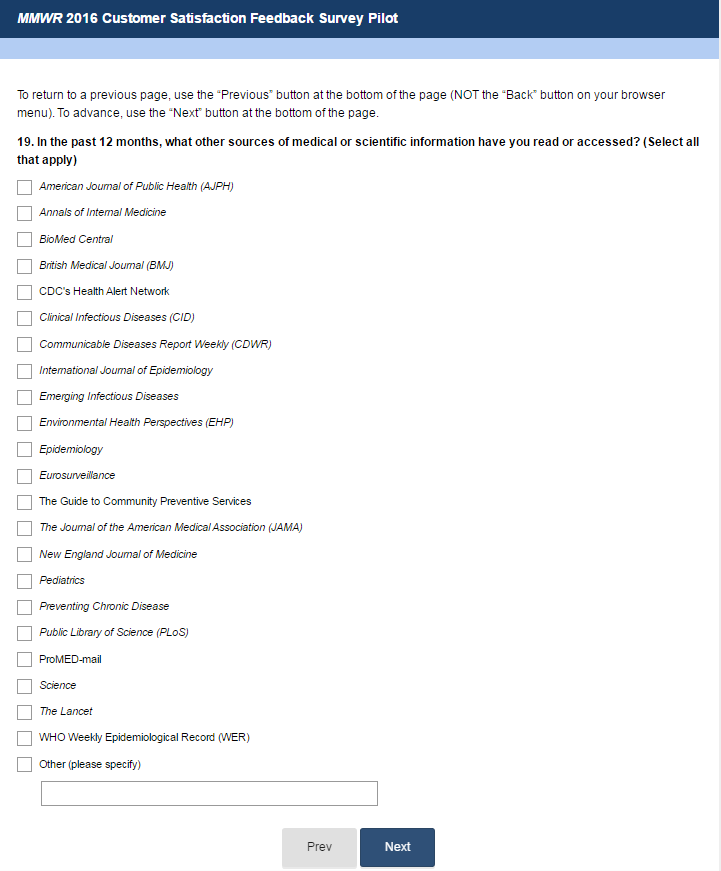
**[PAGE 11] INTEREST IN INNOVATIONS**

****

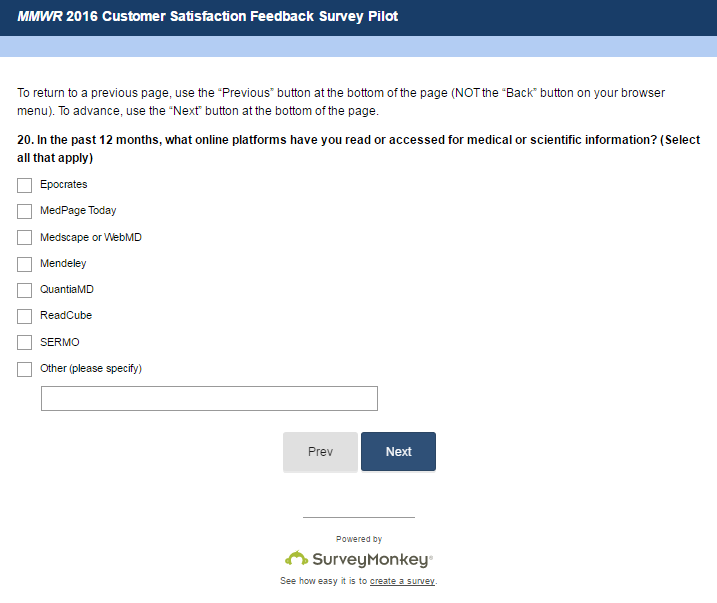
**[PAGE 12] INTEREST IN INNOVATIONS CONTINUED**

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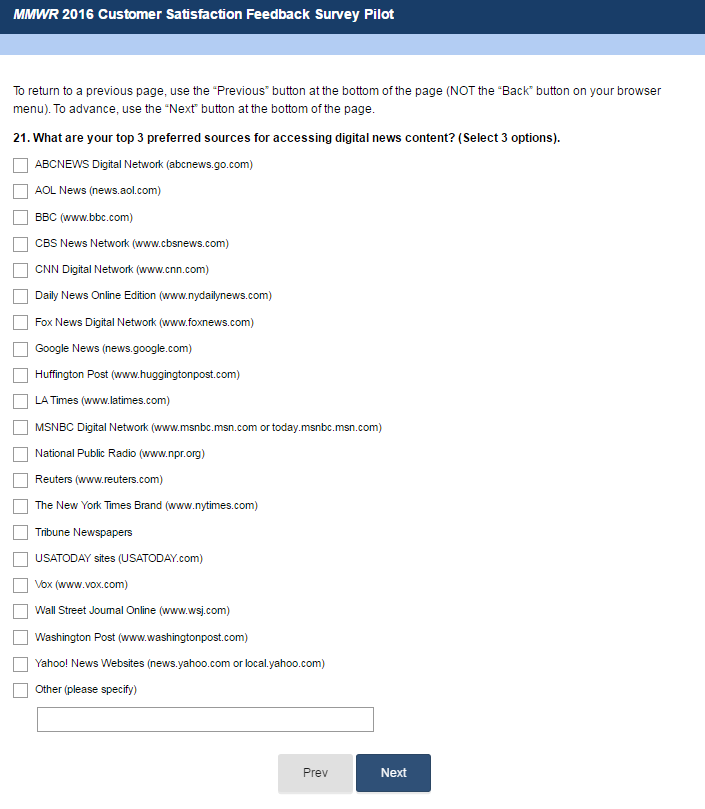
**[PAGE 13] PREFERENCE ON SOURCE OF INFORMATION**

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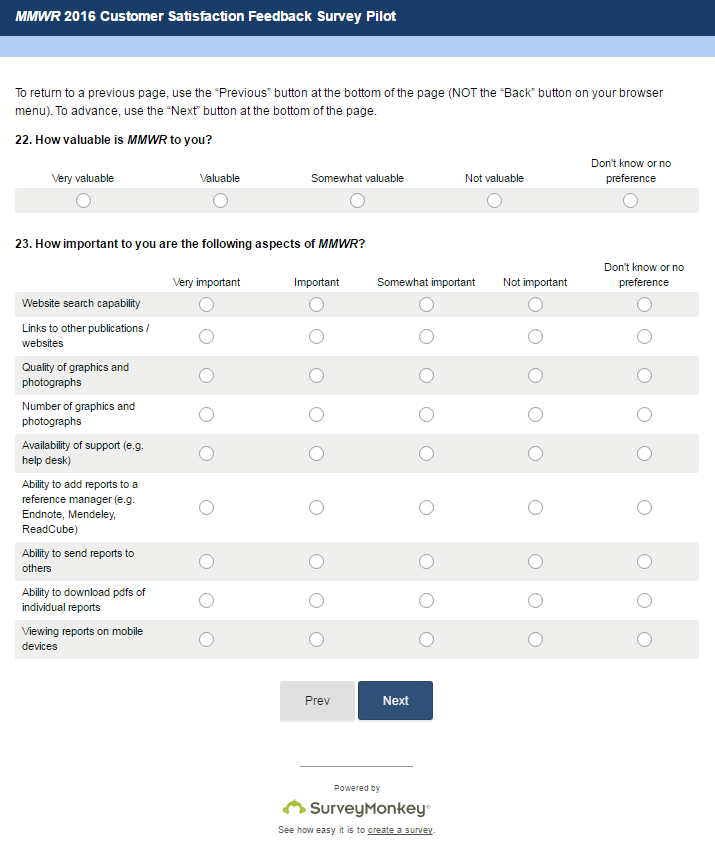
**[PAGE 14] PREFERENCE ON SOURCE OF INFORMATION CONTINUED**

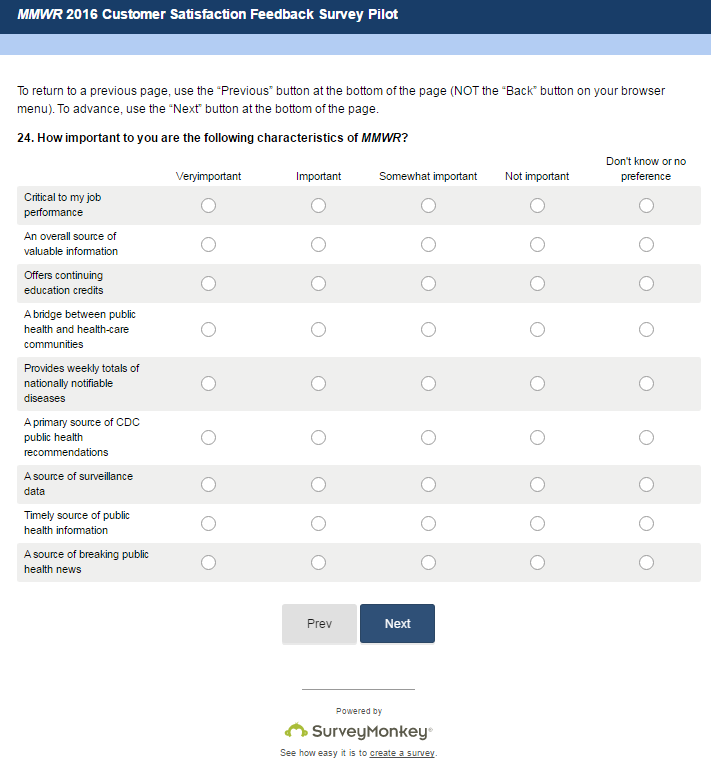
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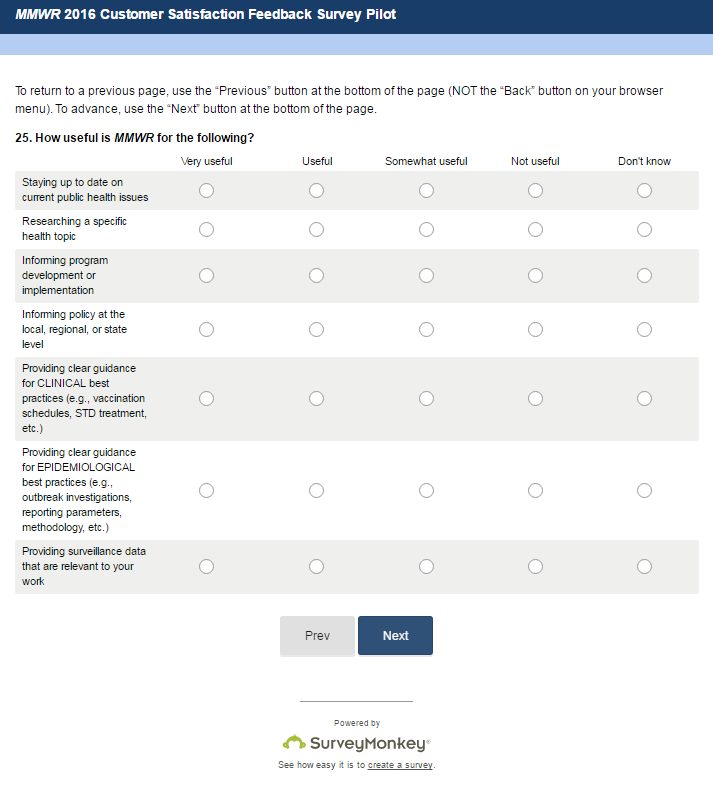
**[PAGE 15] PREFERENCE ON SOURCE OF INFORMATION CONTINUED**

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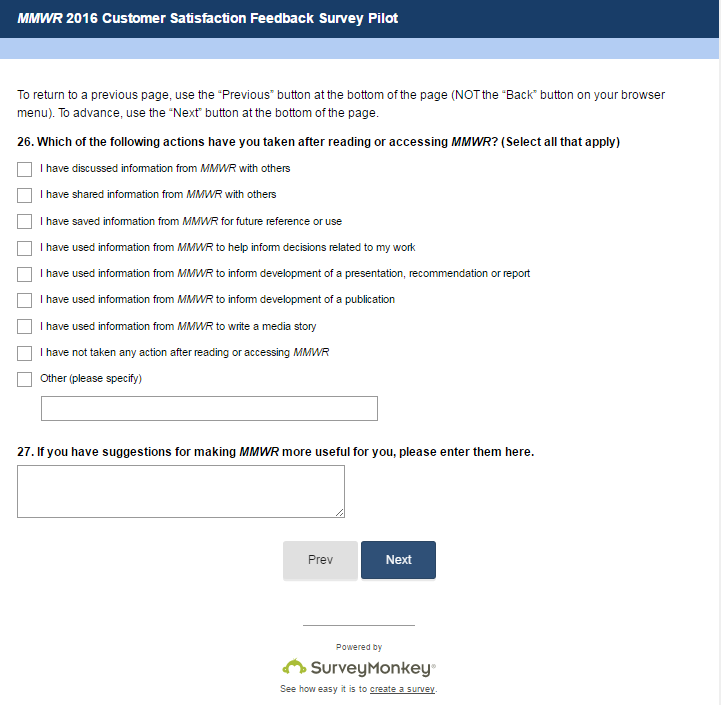
**[PAGE 16] VALUE**

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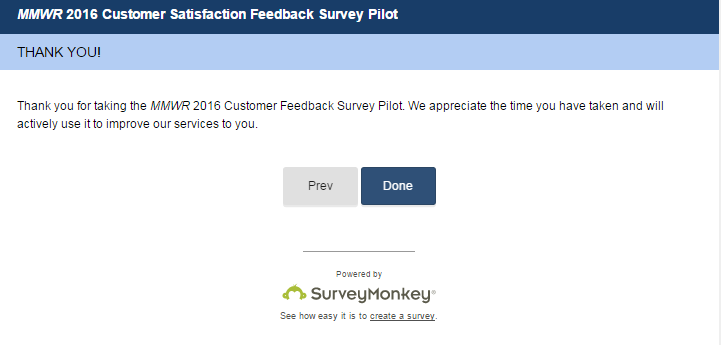
**[PAGE 17] VALUE CONTINUED**

**[PAGE 18] USE**

**[PAGE 19] USE CONTINUED**

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**[PAGE 20] CONCLUSION**

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